

Household Goods Question?

Training and Rules
360-664-1103

Tariff 15-C
360-664-1242

Motor Carrier Safety
360-664-1236

Permits
360-664-1222

Illegal Carriers
360-664-1149

Investigations
360-664-1224

General Information
360-664-1160
www.utc.wa.gov

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1300 S Evergreen Pk Dr SW
Olympia WA 98504

UTC Mission
The UTC regulates the services of privately or investor owned utility and transportation companies. Our mission is to ensure that services are fairly priced, available, reliable and safe.



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Household Goods Training

Thank you to those who attended our Household Goods industry training sessions on Nov. 4, Feb. 12 and Mar. 19. We received great feedback. The next training is scheduled for:

June 17, 2009

8:30 a.m. — 4:30 p.m.

**UTC Offices, 1300 S Evergreen Park Dr. SW
Olympia, WA**

To sign up, contact Suzanne Stillwell at 360-664-1103, or e-mail sstillwell@utc.wa.gov.

Questions and Answers

Q: "Can a carrier supply *Your Guide to Moving in Washington State* electronically to the customer?"

A: Yes. WAC 480-15-620 states that carriers must give each customer a copy of the publication, *Your Guide to Moving in Washington State* at the time the carrier gives the customer a written estimate. Item 85 of Tariff 15-C states that the estimate must include a space for the customer to sign or initial stating the customer was provided a copy of the brochure. The carrier may choose to furnish the guide electronically as long as the customer receives the guide at the time of the estimate and the customer signs or initials the estimate showing a copy was received.

New management or employees?

Make sure they are familiar with the commission's *Your Guide to Achieving a Satisfactory Safety Rating*. You can download the guide from the commission's Web site at www.utc.wa.gov or contact commission staff at 360-664-1236 for a copy.

All My Sons Moving & Storage Update

Last month the commission went to court to permanently shut down the in-state operations of Kent-based All My Sons that continues to operate illegally within Washington state following the cancellation of its permit last November. The commission filed an enforcement petition against All My Sons, asking the Thurston County Superior

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Court to enforce a November 2008 commission order that cancelled the company's permit to operate an in-state moving business, and required the company to cease and desist in-state moving operations.

The commission cancelled All My Sons' operating permit in November 2008 based on investigations that revealed the moving company repeatedly overcharged customers, inaccurately estimated the costs of customers' moves and mishandled damage claims.

Lost a move to an illegal carrier? Tell us all about it! We will investigate!

The following is a list of non-permitted household goods carrier investigations conducted in February and March:

- Leonard Dias d/b/a Seattle's Best Movers
- Enrique & Luis Alvarado d/b/a 2 Brothers Moving Services
- Keith Brier
- Richard Dengah d/b/a Empire Moving & Storage
- Stanford & Sons Moving & Storage
- Andrew See d/b/a The Moving Guys
- Skylar Pom Arleau

For additional information on any of the investigations, or to report an alleged illegal household goods mover, contact Sheri Hoyt at 360-664-1149 or e-mail shoyt@utc.wa.gov.

Motor Carrier Safety

In January, February and March 2009, the Motor Carrier Safety Section conducted compliance reviews of six carriers; inspected 14 vehicles; and put one vehicle out-of-service for safety violations.

Tariff 15-C Tip

You CANNOT charge for packing tape, paper or bubble wrap if it is not listed in the tariff.